

# STATE OF ALASKA

Department of Natural Resources  
Division of Support Services



RFP 2023 1000 5179

## IMPLEMENTATION OF AN INTEGRATED RESOURCE MANAGEMENT SYSTEM (IRMS)

### ADDENDUM 2

ISSUED SEPTEMBER 27, 2022

This addendum is being issued to answer questions from vendors.

**Important Note to Offerors:** You **are required** to sign and return this page of the addendum document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this addendum are being changed. All other terms and conditions of the RFP remain the same.

**SHAWN M. OLSEN**

Procurement Specialist 3

Phone: (907) 269-8687

Email: [shawn.olsen@alaska.gov](mailto:shawn.olsen@alaska.gov)

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COMPANY SUBMITTING PROPOSAL

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AUTHORIZED SIGNATURE

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DATE

## QUESTIONS SUBMITTED BY OFFERORS AND ANSWERS FROM THE STATE

**Question 1:** *How many years have you been on the current platform?*

**Answer 1:** The current mainframe system has been in place for approximately 40 years and has had many patches and modifications. The hardware was most recently refreshed about 3 years ago.

**Question 2:** *How many people support your current system?*

**Answer 2:** The Department of Natural Resources (DNR) Information Resource Management team can have up to three staff supporting the current system at a time, although the number varies. Our Information Technology team typically support developed applications and tools that our agency staff use to interface with the Land Administration System (LAS).

**Question 3:** *Do you currently hold any managed service contracts for your current system, or is it managed in-house with full-time employees?*

**Answer 3:** The Department of Natural Resources does not have any managed service contracts for LAS, and manages the system with in-house resources. DNR works with a contractor for some but not all applications and tools that our agency staff use to interface with LAS.

**Question 4:** *How many support calls do you get per month (either through call center or through staff)?*

**Answer 4:** Support calls are not currently tracked for LAS specifically. The number varies widely month to month, but the systems are stable and typically reliable. Project work or seasonal activity will typically increase support calls.

**Question 5:** *What are the biggest pain-points with your current system that leads to inbound calls and emails (I.e. uploading CE, etc.)?*

**Answer 5:** Currently, DNR's biggest pain points that lead to calls and emails are:

- Where do you find applications,
- Insurance/requirements,
- Payment,
- Public access to customer information and accounts,
- Customer defining legal descriptions of permit/license area,
- Entering case files in batch / Batch processing (internal),

- Status update requests,
- Billing questions,
- Inaccurate information,
- Customer complaint that their name is not showing up on the summary record as a co-owner of a claim or lease,
- Inaccurate information leading to confusion,
- Problems with accurate billing and difficulty reviewing payment,
- Entries into LAS do not appear in chronological order entered on the same day,
- Unable to set up account information directly from LAS,
- Confusing /not user-friendly interface,
- Ownership information cannot be edited,
- Batch processing is unavailable by an adjudicator,
- The legal description entry isn't transactional, and
- Lack of ability to scan documents into the casefile.

**Question 6:** *Do you currently measure or track SLAs for cases, complaints, or renewal processes? Are these legislative SLAs?*

**Answer 6:** To the best of our knowledge, DNR does not have SLAs in place for system repairs and maintenance.

**Question 7:** *How many email messages would you like to send the users (example: we received your application, renewal reminders, etc.).*

**Answer 7:** The estimated number of email messages DNR would like to send users is approximately 59 based on current processes, however, the final number of emails DNR will need with a new integrated system shall be determined through the implementation of the new system.

**Question 8:** *How many forms do you need?*

**Answer 8:** The approximate number of forms DNR currently use is approximately 213, however, the final number of forms DNR will need with a new integrated system shall be determined through the implementation of the new system

**Question 9:** *How many monthly reports are you tracking in your current system by department? Please list the reports you have/will need in the new system.*

**Answer 9:** Currently DNR is tracking approximately 105 monthly reports. General types of reports are included below however the complete list of reports will be disclosed to the winning offeror. The number of monthly reports DNR will need, or could produce, will depend on the capabilities of the new integrated system.

**General Monthly Reports:**

- Reports related to leasing, sale, occupancy, and use of state lands by case type or subtype from our existing LAS
- Reports related to leasing, sale, occupancy, and use of Mental Health Trust lands by from LAS
- Reports related to the platting and survey of state or private lands LAS
- Appeal status reporting
- Reports related to business processes and through agency developed systems such as Snowflake, Business Process Management, and Power-BI applications
- Reports related to authorized mining and oil and gas activities on state lands
- Known trespass and inspection reports
- Reports on the volume of timber resources cut and sold
- Reports on Capital Improvement Projects

**Question 10:** *How many applications, renewals, and requests require the user to pay a fee?*

**Answer 10:** The current number of applications, renewals, and requests that require are fee is approximately 208.

**Question 11:** *Who is your current payment processor? Are you looking to continue to use them as a payment processor?*

**Answer 11:** DNR utilizes the State's Revenue and Billing System and private vendor. The current payment processor for credit card payments is a banking institution that will be disclosed to the winning offeror. DNR intends to continue utilizing these services. Note: DNR does not accept check for online payments.

**Question 12:** *What integrations will you require in the new solution? Please let us know if they need to be 1-way or 2-way, and how frequently you need the data pushed/pulled (National databases, etc.)*

**Answer 12:** The frequency may vary but will likely be based on real-time activity. While the final list of integrations is dependent on the new system capabilities, Phase 1 Assessment, and Phase 2 Implementation Plan DNR currently anticipate the new solution will require:

- In-house GIS applications – 2-way
- In-house Revenue and Billing System, and/or the enterprise accounting system – 2-way
- In-house Recorder’s Office system – 1-way
- Potentially two vendor supplied content management systems – 2-way

**Question 13:** *How many business license/permit types do you have?*

**Answer 13:** The number of permit types DNR currently have is approximately 119.

**Question 14:** *How many business application types do you have?*

**Answer 14:** The number of business application types DNR currently have is approximately 124.

**Question 15:** *How many individual license/permit types do you have?*

**Answer 15:** The number of individual permit types DNR currently have is approximately 101.

**Question 16:** *How many individual application types do you have?*

**Answer 16:** The number of individual application types DNR currently have is approximately 101.

**Question 17:** *How many active license/permits do you have (including individuals and businesses)*

**Answer 17:** The number of active permits DNR currently have for individuals and businesses is approximately 164,932.

**Question 18:** *Do you anticipate your license/permit count growing or shrinking over the next year?*

**Answer 18:** Some agencies anticipate the number of permits to stay the same, but the majority anticipate an increase over the next year.

**Question 19:** *When are your renewals?*

**Answer 19:** Renewals of authorizations occur at different intervals based on the type of authorization and issuing agency and can range from one year to 55 years.

**Question 20:** *What is your expectation around on-going support and maintenance after launch?*

**Answer 20:** DNR anticipates a second contract to support and maintain the integrated system for a period of five years after the system is fully implemented.

**Question 21:** *Is there anything not mentioned in the solicitation that you wish you had addressed?*

**Answer 21:** Information or data gaps are intended to be identified by the contractor in the Phase 1 Assessment as required in the RFP solicitation. DNR has nothing to add to the current RFP.

**Question 22:** *Do business entities / facilities, objects, things, devices, or activities require inspections or record examinations? If so, how many?*

**Answer 22:** Yes, many of DNR's authorizations, grant funded projects, authorized uses, among others require inspections and may have record examinations thorough internal/external reviews, audits, or public record requests/information requests. The number of authorizations that currently require inspections or examinations is approximately 91,487.

**Question 23:** *How many dedicated resources are you providing to this project?*

**Answer 23:** DNR has three staff serving as the RFP core project team and RFP evaluating committee and will task additional needed staff ensure success of this project. The total number of staff will depend on the project phase and needs of the selected contractor and agency.

**Question 24:** *Can the solution be implemented remotely, or do you prefer in-person implementation?*

**Answer 24:** Details relating to solution implementation should be included in the offeror's proposal. DNR has not taken a position or preference at this time.

**Question 25:** *What presentations, software demonstrations and/or estimates/quotes have your boards and agencies received related to this project and from whom?*

**Answer 25:** During this procurement process, DNR has not participated in any software meetings/demonstrations.

**Question 26:** *What existing state public notice systems do you need to integrate with?*

**Answer 26:** The Online Public Notice System is the current public notice system of the State of Alaska.

**Question 27:** *Are you open to a new project plan that gets you to the finish line faster (without phases)?*

**Answer 27:** The offeror must address the RFP as written with the project phases. The timelines for the three phases of the project are estimates and the offeror is free to propose timelines that are shorter than those listed.

**Question 28:** *How flexible is your budget allocation? In other words, if we can deliver this project sooner than 5 years, will you have the ability to access your budget?*

**Answer 28:** There is some flexibility in the budget, however, the RFP was written to allow completion of the project in three phases with the budget as needed for each phase.

**Question 29:** *Does your budget require legislative budget requests?*

**Answer 29:** Pertaining to this specific project, approval or continuation of a contract resulting from this RFP is contingent upon legislative appropriation.

**Question 30:** *With regards to Section 3.01 (Scope of Work), we would like to ascertain if the Department of Natural Resources have an existing payment processing and fee receipting solution that could interface with our Resource Management solution?*

**Answer 30:** The current DNR payment processing and receipting solution is a combination of an in-house application and a banking institution for Credit Card Processing. For payments received in-person or by mail (cash and checks), the in-house Revenue and Billing system is utilized for receipting.

**Question 31:** *Further, would an exception be made for a vendor to work with a third-party solution (for in-product payment) to achieve this requirement?*

**Answer 31:** The current RFP is written to have the proposed system integrate with the current state vendor to accept credit card payments.

**Question 32:** *Description of cost proposal submission on page 19 includes a lot more detail than supported by Attachment 4 on page 42. Can DMLW confirm the level of detail and format required for costs?*

**Answer 32:** The costs provided on Attachment 4 shall be fully burdened and shall be consistent with the requirements provided in Section 4.09.

**Question 33:** *Are references required for individuals or the company or both (pages 17/18)?*

**Answer 33:** References are for the company.

**Question 34:** *The evaluation criteria on page 21 includes “Has the firm provided letters of reference from previous clients?” but reference letters aren’t explicitly required by the discussion of completed project requirements on page 18. Could DMLW confirm whether client reference letters are required and for format for these, for example, with original signature, scanned documents, etc.*

**Answer 34:** The requirement to provide a reference letter is contained in Section 4.06 on page 17. Client reference letters are required and can be scanned from an original with a signature or electronic with verified electronic signatures on the firm’s letterhead.

**Question 35:** *Will DMLW allow a more rapid schedule for the Assessment and Implementation Planning phases than that described on pages 9 and 10?*

**Answer 35:** The timelines identified in the RFP are estimates for the three phases of the project. The offeror is free to propose timelines that are shorter than those listed.

**Question 36:** *The pdf version of the RFP includes several attachments (Section 8. Attachments) to be completed by the vendor. Could these be provided in a word format for easier completion and incorporation into the master response document?*

**Answer 36:** Offerors may convert the pdf version and modify to complete the fields within the attachments requiring a response.

**END OF ADDENDUM 2**